



March 21, 2014
Announcement 711

New Maximum Line Limit for Online Prior Authorization Requests

Effective March 17, 2014, the online prior authorization system has been updated regarding the maximum number of service lines allowed on prior authorization (PA) requests.

- The maximum number of service lines for outpatient and ancillary PA requests is being reduced to twenty-seven (27) lines.
- The maximum number of service lines for inpatient PA requests is being increased to twenty-seven (27) lines. This twenty-seven (27) line limit for inpatient prior authorizations includes both the bed information lines and surgical procedure lines, so the total lines can't exceed twenty-seven (27) lines.

When the maximum number of lines has been added to a PA, the following message will automatically appear on the line following the last allowed service line: **"You have reached the maximum number of rows allowed."**

Attention provider types 11, 13, 56, 63 and 75:

Please follow these instructions for concurrent review PAs that are greater than 27 lines:

- For hospital inpatient concurrent reviews that are greater than 27 lines: If a concurrent review PA requires more than 27 lines, beginning at what would be line 28, please start a new PA with the next day's date following the "through" date from line 27.
 - For example:
Line 27: 1/1 to 1/4
Line 28 of new PA: 1/5
- This change is only for PAs with more than 27 lines, and for the first line of the new PA.
- Please remember that only one (1) PA is allowed per claim.